Application Supp Analyst III

Department: LITS: Core Systems, Robert W. Woodruff Library
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

Job Description

Analyzes, codes/configures, and tests applications. Develops applications specifications. Implements developed applications and provides customer support of applications. Serves as the technical lead for a variety of applications. Performs other related duties as required.

Professional Responsibilities & Duties

- Maintains up-to-date professional knowledge and skills in areas related to primary job assignment as well as maintains general knowledge of current trends in higher education, academic libraries, and information and educational technology;
- Participates in library and campus committees as appropriate;
- Engages with relevant library technology communities (Code4Lib, Samvera, ELUNA/IGeLU, etc.);

Additional Responsibilities

- Support library-related applications and systems.
- Collaborate on test and review of other team member’s output.
- Collaborate on effective incident management.
- Collaborate on continual service improvement.
- Provide advice to team leads and staff about the structure, functionality and optimization of library applications and systems in supporting the work of the Library.
- Communicate with vendors when appropriate for problem resolution.
- Develop, test and implement technical solutions. Coordinate application test plans and conduct unit, integration and system testing.
- Identify and document system bugs and feature requests.
- Analyze, modify and maintain existing applications.
- Perform release and version upgrades.
- Work closely with team members to provide feedback and input to help improve systems and products.
- Develop and maintain technical documentation in support of applications.
- Observe standards and guidelines.
- Identify training needs or requirements individually.
**Minimum Required Qualifications**
A bachelor's degree and two years of IT experience, OR an equivalent combination of education, training, and experience. Positions in this classification may require a knowledge of one or more programming languages and/or a knowledge of an application and application tools.

**Preferred Qualifications**

- Five or more years of experience as technology staff in libraries.
- Experience with integrated library systems, repositories, and related library technology products (such as Alma, Primo, Samvera, etc.);
- Knowledge of library descriptive metadata formats (MARC, Dublin Core, EAD, etc.)
- Experience providing technical support to customers using cloud platform products, cloud solutions and APIs.
- Experience with ITIL concepts and practices; OR experience with project management practices; OR experience with agile software development practices.
- Knowledge of bash, javascript, python, or ruby AND experience with versioning control tools (eg. Git/GitHub).
- Knowledge of server operating systems.

**Application Procedures**

Interested candidates should review the applications requirements and apply online at [https://staff-emory.icims.com/jobs/24024/application-supp-analyst-iii/job](https://staff-emory.icims.com/jobs/24024/application-supp-analyst-iii/job)

Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

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